

# UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF NEW YORK



<b>DATE:</b>	<b>February 8, 2002</b>
<b>POSITION:</b>	<b>HELP DESK ASSOCIATE</b>
<b>LOCATION:</b>	<b>500 Pearl Street New York, New York</b>
<b>CLASS LEVEL:</b>	<b>Up To CL-24</b>
<b>SALARY:</b>	<b>Up to \$35,941 (\$17.28 per hour)</b>
<b>STATUS:</b>	<b>Full Time or Part Time</b>
<b>CLOSING DATE:</b>	<b>OPEN UNTIL FILLED</b>
<b>VACANCY NO.:</b>	<b>02-07</b>

***THE UNITED STATES COURT IS AN EQUAL OPPORTUNITY EMPLOYER AND ENCOURAGES QUALIFIED MINORITY APPLICANTS TO APPLY***

***DUTIES AND RESPONSIBILITIES:*** The Help Desk Associate is assigned to the Computer Systems Department and is responsible for staffing the department's technical support hotline. Duties include: answering hotline telephone calls from end users and gathering appropriate information from them regarding the nature of the problem; dispatching technical support specialists to end user locations; time permitting, to diagnose and correct some of the simpler problems straight away; maintaining a log of calls received and resolutions made.

***REQUIRED QUALIFICATIONS:*** To be considered for this position high school graduation, or equivalent, two years of general experience, and one year of specialized experience is required. To qualify for the full range CL-24 level, an additional year of specialized experience is required. **Mandatory qualifications are knowledge of desktop software (e.g. Windows 2000, MS Office, WordPerfect, Lotus Notes) and the ability to handle multiple incoming telephone calls with grace, speed and professionalism.**

***GENERAL EXPERIENCE:*** Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

***SPECIALIZED EXPERIENCE:*** Progressively responsible experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology.

***EDUCATIONAL SUBSTITUTION:*** College education may be substituted for general experience.

***APPLICATION PROCEDURE:*** To be considered for this position please submit a resume and a cover letter identifying the position you are applying for explaining the relevance of one's experiences and qualifications for the position. Resumes without the cover letter addressing the qualifications will not be considered.

***PLEASE SUBMIT YOUR RESUME AND COVER LETTER TO:***

***U.S. DISTRICT COURT  
500 PEARL STREET  
NEW YORK, NEW YORK 10007  
AT.: PERSONNEL, ROOM 310***

**THIS POSITION IS SUBJECT TO MANDATORY ELECTRONIC FUNDS TRANSFER FOR PAYMENT OF NET PAY**

**APPLICANTS MUST BE UNITED STATES CITIZENS**